



## FBLA HELP DESK Performance Rating Sheet

☐ Final Round

Evaluation Item	Not Demonstrated	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Points Earned
<b>Problem Identification</b>					
Describes the situation(s)	0	1–3	4–7	8–10	
Problem/incident properly documented	0	1–3	4–7	8–10	
Issues a solution or recommendation(s); resolved problem	0	1–5	6–10	11–15	
<b>Technology</b>					
Basic hardware/software knowledge, used correct terminology	0	1–2	3–4	5	
Demonstrates ability to effectively answer client's technical questions	0	1–3	4–7	8–10	
Meets the needs of the client/customer	0	1–3	4–7	8–10	
Demonstrates troubleshooting skills and effective investigative methods	0	1–3	4–7	8–10	
<b>Delivery</b>					
Statements are well-organized and clearly stated; appropriate business language used	0	1–2	3–4	5	
Demonstrates self-confidence, initiative, and assertiveness	0	1–2	3–4	5	
Demonstrates ability to effectively answer questions	0	1–3	4–7	8–10	
Demonstrates conflict resolution skills	0	1–2	3–4	5	
Brings to closure	0	1–2	3–4	5	
<b>Subtotal</b>	<b>/100 max.</b>				
<b>Dress Code Penalty</b> Deduct five (5) points when dress code is not followed.					
<b>Penalty</b> Deduct five (5) points for failure to follow guidelines.					
<b>Total Points</b>	<b>/100 max.</b>				
<b>Objective Test Score</b> (To be used in the event of a tie.)					

Name(s): \_\_\_\_\_

School: \_\_\_\_\_ State: \_\_\_\_\_

Judge's  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Judge's  
Comments: